

Lakeside Telephone Company

Disaster Relief Plan

July 2013

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INTRODUCTION

Planning is an essential part of every business. Disaster planning, frequently neglected by small telephone companies, can save lives, expedite service restoral, ensure customer expectations for service are met and improve company operating efficiency. Planning, done before a disaster, ensures that crucial tasks are not overlooked.

Communications have become such an integral part of today's world and in a disaster situation they indeed make the difference between life and death; therefore, it is an obligation on the part of each member of the telephone industry to perform his or her part in maintaining the telephone network at the optimum operational level possible – contingency planning for a disaster situation is a vital exercise which must be preformed and mastered in order to maintain the network.

This Disaster Relief Plan was prepared by a committee established by the Alabama Mississippi Telecommunications Association. This plan is generic in nature and can be adopted, modified or changed to meet each individual company needs. It is not an all inclusive plan but merely a guideline to be used by a company adopting a plan. As with all plans, it needs to be reviewed and revised on an annual basis based on disaster experience and changes to personnel and data within the plan.

RESPONSE TO A DISASTER

How effectively your company responds to a disaster will, to a great extent, be determined by the adequacy of your disaster relief plan and the amount of familiarization and training which has taken place. Some disasters allow time to prepare; others require an instantaneous response. Having a disaster relief plan and conducting disaster training exercises are the best ways to assure that your company will respond well.

An Emergency Operation Center is necessary in order for management to direct an effective response.

The five basic stages of response to an emergency are:

- | | |
|-----------------|-----------------|
| a. Preparation | e. Mobilization |
| b. Reaction | f. Restoration |
| c. Assessment | |
| d. Notification | |

Preparation – Schedule emergency drills to ensure all personnel understand the plan. Also, check Emergency generators and other equipment vital to emergency response.

Reaction – Effective reaction by company personnel to alarms and warning signs is a critical first step in responding to an emergency. Employee training is essential to assure that personnel are familiar with the warning signs and understand their responsibilities.

Assessment – The Field Survey Team must assess the damage in order to determine the scope and severity of the disaster. At this stage a strategy for dealing with the emergency must be developed. This entails determining service outages and establishing priorities for service restoration. Preference must be given to activities essential to the integrity of the business.

Notification – Based on the assessment, the appropriate agencies in the affected area need to be notified of the disaster. Companies requiring assistance from neighboring companies should contact the AMTA Disaster Relief Committee as outlined on page 13. The Executive Director will then execute the plan of mutual assistance whereby, those adjacent companies with available resources will be mobilized for assistance.

Mobilization – Subsequent to assessment of the damage and given a sufficiently stable situation, whereby no company personnel are endangered, employees necessary for restoration should be mobilized. Non-essential functions can be postponed or suspended, and personnel focused on the most essential segments of the business.

Restoration – Service restoration should begin as soon as is safely possible. It should be kept in mind that often the work done in restoring essential services may be temporary. Equipment, supplies and personnel (including those provided by other companies) should be focused on predetermined priorities most essential to the company. Reconstruction of facilities should not begin until service has been restored. Only after the disaster has ended can the company begin plans for a full recovery.

FOREWORD AND PURPOSE

Communications service is not a luxury. It is essential public service vital to the public's safety. As the providers of this service, Lakeside Telephone Company and its employees have a unique obligation to take every reasonable precaution to ensure that threats to the continuous provision of this service are eliminated where possible and minimized where this is not possible.

The purpose of the Disaster Relief Plan is to provide guidelines to Lakeside Telephone Company personnel in preventing, preparing for, and recovering from a major service interruption or disaster.

The plan suggests preventative actions, which may reduce disaster probability or impact; however, it also specifically addresses a methodology in order that restoration of facilities occurs efficiently and effectively with a minimum of chaos.

PREVENTION

Developing measures to prevent or mitigate the effects of a potential disaster is absolutely essential. A necessary first step in this process is to identify and list which risks present the greatest threats to the business. This requires identification and prioritization of the company's business and service activities and the risks to those activities.

Lakeside Telephone Company primary business activity is the provisioning of local and long distance telephone service to customers in a specified geographical area. Lakeside Telephone Company service area is inherently susceptible to certain natural disasters. Below is a list of major disasters.

- Personnel/Human Error
- Lightning
- Security/Workplace Violence
- Flood
- Tornado
- Fire
- Hurricane
- Explosion
- Ice and Snow
- Hazardous Material Spill
- Bomb Threat
- Earthquakes
- Terrorism associated with Homeland Security
- Other

Individual departments may alter the order of probability and/or potential severity of the described disasters.

By prioritizing the risks to essential business activities, preventive measures can be assessed in terms of their relative value. Essential business activities include the functioning of key personnel, communications, equipment, records and facilities to meet customer's service expectation. The greatest risks to the business may require significant measures to safeguard against loss.

Managers should ascertain if there is anything that can be done today with personnel, capital, or customers that may prevent or minimize a potential disaster's occurrence or minimize its effect.

Manager's responsibilities specifically are to:

- Identify potential risks.
- Quantify all known risks and exposures.
- Develop action plans.
- Alter or change the state of known risks and exposures where feasible to minimize disaster impact.
- Educate and train staff.

EMERGENCY EVACUATION AND ASSEMBLY PLAN

In the event of an emergency, that requires the evacuation of the building(s), please go to the designated area as described below:

Commercial Office Building, go to West side of Delta Avenue on concrete.

Central Office building, go the warehouse parking lot.

Warehouse, go to Central office parking lot.

Tower building, go to tower gate.

Blaine remote building, go to remote gate.

The following steps should be used for implementing this plan;

- Cover the plan with employees.
- Department managers or alternates shall be responsible for taking attendance to be sure everyone under their supervision is out of the building.
- Go over the exit route and floor plans with employees.
- Discuss exit signs and routing if original exits are blocked.
- Discuss alternate assembly points.

EMERGENCY ORGANIZATION

The **President** or **Designee** will serve as the **Emergency Coordinator**. The **Emergency Coordinator** will oversee the enactment of the Disaster Relief Plan.

Managers will report to the **Emergency Coordinator** and are responsible for their functional area(s). Also, **Managers** maintain a responsibility for the overall system and may be given added duties by the **Emergency Coordinator** beyond his/her normal functional area(s).

Any employee that becomes aware of a disaster or major service interruption should immediately report it to their **Manager and/or the Emergency Coordinator**.

PREPARATION

While the list of disasters is not all-inclusive, it demonstrates that disasters can vary greatly in size and scope. In addition, certain events such as hurricanes, floods and ice storms are generally preceded by a warning phase, which will allow the company time to prepare. Others, such as fires, tornadoes, or earthquakes are sudden in nature and company personnel must be prepared and trained in order to respond appropriately.

Emergency Notification Phone line

An Emergency Notification Line is provided for outgoing announcements and will be available to communicate information to employees; the call in number is 662-569-3311.

The Safety Coordinator has the responsibility of maintaining the Emergency Notification Line as directed by the President or Emergency Coordinator.

Preparation Process

When the Preparation Phase of the Plan is invoked, each Manager will be informed by the Emergency Coordinator regarding the level of preparation needed. The following information outlines some of the preparatory functions that may be required depending upon the impending disaster.

- Supplies shall be made available.
 - Tape for windows & file cabinets
 - Batteries, have spare batteries in your area
 - Bug Spray & Fire Ant Killer
 - First Aid Supplies
 - Plastic sheeting
 - Flashlights
 - Raincoats/Rain Suits/Rubber Boots
 - AM/FM portable or NOAA weather radio
 - Rope
 - Chain saw
- Have extra cash on hand for emergency personnel.
- Initiate a KCO (Keep Cost Order) as required
- Track hurricane or storm.
- Current copy of the Disaster Relief Plan.
- Notify employees of pre and post storm plans and brief employees of their duties.
- Check stock of first aid kits.
- All users are responsible for saving data contained on their local hard drive to an appropriate backup media and secured
- Turn power off on all equipment
- Move computers off floors, cover all electrical office equipment, fax machines, copiers, printers, with plastic sheeting or move to a secure place (such as room with no windows).
- Two-way radios shall be charged and ready for service.
- Put fresh batteries in pagers.
- Employees should remove personal belongings.
- Clear desks, lock drawers and filing cabinets.
- Cover desks, filing cabinets, and bookcases with plastic sheeting.
- Obtain a list of contact numbers if employees & their families are evacuated.
- Service vehicles (gas/stock).
- Secure vehicles to designated location.
- Secure individual work areas to prevent water damage.
- Board and/or tape windows as needed.
- Be prepared to assist others if required.
- Assess potentially hazardous situations with safety in mind.
- Close offices and release employees on order from President or Manager.
- Back up central office equipment data bases and store at a designated site when determined.
- Secure each office site; check office batteries. (Host/Remotes).
- Secure equipment spares.
- Check test equipment for AC/DC operation.
- Secure chain saw for C.O. along with supplies.
- Have ample supply of recording media for AMA records.
- Assist Emergency Coordinator on site setup.
- Assist other departments needing emergency lines/numbers.
- Stock janitorial supplies.
- Secure Personnel folders and file cabinets.
- Maintain general employee data on hard copy.
- Based on level of preparedness, begin accumulating supplies according to Emergency Coordinator's Directive and/or Emergency Plan.
- Supply Break Room with food and water for extended stay or arrange for this at the Emergency Operations Center.
- Gather drinkable water (a minimum of 2 gallons/per person/per day), non-perishable foods, blankets, towels and other supplies to be stored at Emergency Operation Center (EOC).
- If departing any building, close, lock and check all doors and windows.
- Secure all storage areas.
- Secure network nightly – backup tapes.
- Stop network usage, back-up system, power down each server.
- Verify all PC's are secure.

- Notify employees of possible overtime.
- Prepare all customer payments for immediate deposit to the bank.
- Maintain a minimum of one cash drawer and deposit all other monies.
- Determine severity of emergency and decide on extent to be followed for remaining list of actions.
- Have hand tools available.
- Be sure Backhoe/Bucket Trucks are fueled and ready for immediate use.
- Stock trucks with supplies needed for repairs.
- Secure Pedestal Lids in areas being worked prior to storm and as assigned by management.
- For hurricane or storm, have each field technician drive company vehicle to their designated safe storage area on company premises.
- Stock trucks with supplies needed for repairs & installs.
- Assign employees to contact business accounts to determine if we can assist with their communications plans in advance of the storm.
- Check all fuel levels at all locations and refill if required.
- Tire chains for all trucks.
- Crank all generators and check UPS systems.
- Pre-disaster arrangements should be made for fuel stock for use in vehicles and emergency equipment.
- Pre-disaster arrangements should be made to ensure food will be available for emergency workers.
- Employee's family contact name and telephone number.

72 hours prior to impact:

- Clean up server volumes, remove unnecessary files.
- Clean up optical volumes to be used for backups.
- Clean up the office, store any loose computers and equipment. Locate any spare backup tapes and optical disks.
- Contact fuel suppliers to make certain that fuel can be delivered to emergency generators if commercial power is lost.
- Contact local gas station owners to make certain that gasoline for company vehicles can be obtained if commercial power is lost.

48 hours prior to impact:

- Ensure that the normal backup is running properly.
- Verify and label most recent tape that data is intact.
- Conduct site survey to locate any computers that could be at risk for damages and advise Management as necessary.

36 hours prior to impact:

- Begin backing critical user, local hard drives such as but not limited to President or Managers.

24 hours prior to impact:

- Re-verify that normal backup is operational.
- Re-verify data and label tape.
- Secure all servers.

12 hours prior to impact:

- Upon directive of Emergency Coordinator, disable login on all servers and obtain a final backup of the entire network.
- Take network tapes and optical disks used for backup in the last 72 hours and copies of backup software to safe in downstairs vault.
- Move any company computer equipment that is a risk (pay close attention to equipment located on ground floors, these need to be moved on top of desks or higher).
- Cover computers and monitors that are at risk to water damage with plastic AFTER they have been disconnected from power.
- Power Down all servers and cover with plastic.

RESTORATION

The purpose of the Disaster Relief Plan is to provide guidelines to personnel in the event of a major service interruption or disaster. The **President** may invoke this plan in whole or in part.

A "major service interruption" is defined as:

- Service failure of 10% of local subscribers per exchange for more than 24 hours,
- Service failure of 25% of toll trunks per exchange during daily busy hours, or
- Toll isolation at any time.

A disaster is defined as an act of God or unavoidable casualty. Acts of God include earthquakes, floods, tornadoes, hurricanes, etc. Unavoidable casualties include fire, explosion, sabotage, and vehicular damage to any facility that will interrupt the normal business process.

The Disaster Relief Plan will be reviewed annually and updated as needed. Employee training and drills shall be conducted annually. Employees will be required to certify completion of annual training. Certification will be made a part of each employee's personnel file.

Safety and Security

The responsibility of each employee shall not supersede the responsibility for ensuring his or her own personal safety.

The Emergency Coordinator will notify the local authorities (police, civil defense, hospitals, insurance company, etc.) in the event of a disaster.

Emergency Evacuation and Assembly Plans are posted in each company building. In the event of a disaster, affected buildings will be evacuated according to the Evacuation Plan. Employees will assemble at the predetermined meeting area.

After evacuation, buildings will be inspected by the **Emergency Coordinator or Manager**. Personnel may not re-enter designated buildings until the **Emergency Coordinator** informs personnel the area is "all clear". First-aid kits and supplies will be located in each company building and company vehicles. Selected personnel in each work area will be trained in first aid and CPR procedures.

During a disaster, strict security measures will be established at company buildings and grounds. Only necessary personnel will be permitted to enter secured buildings and grounds.

Emergency Operation Center

The **Emergency Operation Center (EOC)** will be selected by the **Emergency Coordinator**. Typically, the **Emergency Operation Center** will be at the **Central Office** of the affected area. If a comprehensive disaster affects the total system, the **Emergency Operation Center** will be situated at the Sunflower Central Office Building at 910 Pond Street, Sunflower, Mississippi.

In the event of a disaster or major service interruption the **Emergency Manager** will contact the Public Service Commission to report the extent of damage. Other important Agency numbers can be found in Appendix I-M.

Public Relations and Awareness

The **President** will be the official company spokesperson in the event of a disaster or major service interruption. No other employees shall make statements or comments to the media.

Personnel Relations

The **Safety Coordinator** will maintain employee emergency contact numbers in the Disaster Relief Plan. This information should be easily accessible in the event of an emergency or major service interruption. The **Safety Coordinator** will take steps to keep employees informed of the situation following a disaster or major service interruption, through means such as the **Emergency Notification Line, 662-569-3311**.

Insurance Considerations

In the event of a disaster or major service interruption, the **Emergency Coordinator** will notify the appropriate insurance companies.

Purchasing

The **Purchasing Agent** will assist in placing orders for equipment and supplies in the event of a disaster or major service interruption. This will include providing emergency purchase orders as necessary. Backup data for Purchasing should be stored in a fireproof cabinet and may be retrieved by the **Business Office Manager** or the **Purchasing Agent**.

In the event the disaster requires the purchase of equipment or supplies, the following procedures will be used:

Purchases made through vendors where the Company has account should be noted on the ticket as Emergency Operations and signed by the employee making the purchase. In the event a purchase must be made from a vendor that the Company does not have an account, the employee can pay with cash and bring an itemized receipt to the President for reimbursement.

Communications

The **Emergency Coordinator** assisted by the **Central Office Manager** will arrange for an alternate internal communications system (e.g. radio, cellular phones, satellite phones) in the event normal telephone communications become impaired during a disaster or major service interruption.

Central Office and Network

In the event of a disaster or major service interruption involving local or tandem switching systems, remotes, or digital loop carriers the **Central Office Supervisor** will notify the **Emergency Coordinator** and other affected Managers.

The **Central Office Supervisor or designee** will conduct a field visit in order to:

- Assess and determine level of damage.
- Take action to prevent or reduce further damage (disconnect power source if necessary).
- Report specific equipment damaged and level of damage.
- Begin salvage operations.

The **Central Office Supervisor** and/or **Business Office Manager** will coordinate and contact vendors regarding equipment necessary to restore service. If a switch or processor is completely destroyed, a mobilized switch (mounted in a trailer) will be ordered to restore service temporarily. Arrangements for permanent equipment will follow restoration of temporary service.

The **Central Office Manager** will arrange for temporary public telephone service when necessary (payphone trailer, temporary phones in a public place, etc.).

The **Central Office Manager** will oversee the installation of temporary and permanent equipment upon its arrival and will provide translations for new equipment as necessary.

Outside Plant

In the event of a disaster or major service interruption involving outside plant, the Outside Plant (**OSP**) **Manager** will notify the **Emergency Coordinator** and the other managers affected.

The **OSP Manager** will assess the level of damage with the help of personnel and report to the **Emergency Coordinator** who will direct the mobilization of forces and begin restoration in accordance with restoration priorities listed in this plan. Restoration of facilities will be coordinated with Central Office employees to ensure adequate records are maintained. The **OSP Manager** will contact necessary contractors to assist in rebuilding Outside Plant.

Requests for additional personnel and/or equipment from other telephone companies will be handled by the **Emergency Coordinator** and coordinated with the **OSP Manager**.

Building and Grounds

In the event of a disaster or major service interruption involving any company buildings and grounds, the **OSP Manager** will notify the **Emergency Coordinator** and all affected Managers. Salvage operations for any building involved in a disaster will be overseen by the **OSP Manager** and will be conducted as soon as it is safe and feasible to do so. The **OSP Manager** will oversee all reconstruction of damaged or destroyed buildings.

If a manned office or building is damaged or destroyed, the **Emergency Coordinator**, with input from the affected Manager will arrange temporary re-location of affected personnel to continue business. If the executive offices are damaged or destroyed, relocation will be coordinated through the **Emergency Coordinator**.

If a substantial number of vehicles are damaged, the **Emergency Coordinator** in association with the **OSP Manager** will decide whether to borrow, lease, or purchase vehicles.

In the event of a leak, or spill involving an underground storage tank, the MDEQ (601-961-5171) will be contacted within 48 hours by the **OSP Manager** or **Safety Coordinator**. The **OSP Manager** will arrange for cleaning up of the spill or leak, using a contractor as necessary.

Call Dispatch Center

The **Call/Dispatch Manager** will assess the level of damage in their area and will report to the **Emergency Coordinator** as appropriate. The **Call/Dispatch Manager** and **Central Office Manager** will arrange communications for the Call Center. If communications to the Call Center are lost, calls will be routed to the **Emergency Operations Center** until communications are restored. Business lines may be temporarily installed at an alternate location to be answered by Call/Dispatch Representatives.

If the Central Office telecommunications system is destroyed, the main number will be routed to an information desk.

Vital records needed by the Call/Dispatch Center will be stored in the Call/Dispatch Center or with the Business Services/Systems, and may be retrieved by the **Call/Dispatch Manager** or other designated personnel. When necessary, Call/Dispatch Center will revert to manual procedures until automation is restored.

Information Systems

Emergency Coordinator will establish an **Information Systems** command post and perform the following:

- Provide a sufficient staff (on a 24 hour basis if necessary) during recovery.
- Ensure that data stored off-site is safe and can be retrieved by authorized personnel.
- Supervise local backup and restoration of normal processing.
- Assist with restoration of critical applications.
- Assess damage to Information Systems equipment and begin salvage operations.
- Replace equipment as necessary and coordinate delivery and installation of salvaged and new equipment.
- Test on-line and dial-up communications
- Ensure that system software can run on replacement equipment.

The telephone company cannot be responsible for lost data on local PC's. PC users are responsible for backing up and storing data on their personal computers.

STRATEGIC RESTORATION PLAN

Organization for Action

This plan is developed in sufficient detail to react to a major disaster. Disasters of lesser degrees may require the implementation of only portions of the overall plan. The **Emergency Coordinator** will determine which elements of the plan will be implemented on an "as needed" basis.

Organizational Structure

The **Emergency Coordinator** will organize within the Company a structure of sufficient force to carry out, in an effective manner, all functional areas. The optimum size of each force or team is dependent upon the magnitude of the disaster. The force structure may be increased or decreased at the discretion of the **Emergency Coordinator** based on the needs for the particular disaster situation.

The **Emergency Coordinator** has the authority to assign responsibilities at his discretion without regard to the current organization.

Emergency Operation Center

At the direction of the **Emergency Coordinator** the **Emergency Operation Center** will be activated.

With a comprehensive disaster affecting the total system, the **Emergency Operation Center** will be situated at **910 Pond Street, Sunflower, Mississippi.**

Field Surveys

As soon as is practical following any disaster that seriously affect telecommunications service, it is imperative that an "on site" or field survey be conducted to assess the damage. Survey crews made up of a minimum of two employees will be assigned a given geographical area to survey. They will report to the **Emergency Coordinator** the extent of damage and hazardous conditions. OSP personnel will report their assessments to their **Manager** and/or **Emergency Coordinator**. From these reports the **Emergency Operations Center** will be able to assess total damage and facilities affected and direct corrective action to be taken to restore service.

No employee shall begin surveying damage in restricted areas without prior direct authorization.

Force Requirements

The field survey assessment will indicate the volume of work required to restore service and to make permanent repairs. If the forces available within the Company are determined insufficient to handle restoration work, additional forces and equipment required to re-establish service will be attained. The (AMTA) Alabama Mississippi Telecommunications Association should be notified to obtain mutual aid and assistance. The **President** will be responsible for contacting AMTA (Alabama/Mississippi Telephone Association) to request assistance.

AMTA Disaster Relief Committee (AMTA office is responsible for requesting updates annually for member ICO's)

1. The AMTA has established a Disaster Relief Committee whose members are responsible for:
 - a. Maintaining a current directory of all companies' personnel who have or can obtain authorization for mutual aid.
 - b. Maintaining a current list by specific location of companies/suppliers that normally stock or have access to poles, cable, etc.
 - c. Maintaining a current inventory by company location of emergency generators.
 - d. Establishing and maintaining procedures for non-industry contacts during emergencies (i.e. National Guard, etc.)
 - e. Coordinating the efforts of all association members during a catastrophe.
2. Any company experiencing the service emergency and requesting aid (manpower, specific equipment, supplies, etc.) should contact:

AMTA Executive Director

	<u>Office</u>	<u>Home</u>
Jerry Renfroe	334-265-1660	334-399-0900

3. The President should furnish the following information:
 - a. The name of the company representative making the request.
 - b. The nature and location of the service outage.
 - c. What aid is requested (cable, manpower, equipment, etc.)
 - d. The telephone numbers of the requesting company's emergency control center.
4. The AMTA Disaster Relief Committee receiving the request for aid is responsible for:
 - a. Obtaining sufficient information regarding the aid request.
 - b. Determining and contacting the nearest potential supplier(s) of the aid as well as the telephone numbers of the requesting company's emergency control center and the name of the person requesting the aid.
 - c. Informing the Disaster Relief Committee of the nature of the request and of current activity underway to meet the request.
 - d. Statusing the requesting company's emergency control center to inform person requesting aid of the name, location, and telephone number of the potential supplier(s) or companies.
5. The Company that has been contacted to supply the requested aid is responsible for:
 - a. Quickly determining if the request can be met – if not immediately calling back to the Disaster Relief Committee member so that other supply sources can be located.
 - b. If the request can be partially or fully met, contacting the requesting company's emergency control center and jointly determining the logistics and billing.
 - c. Re-contacting the Disaster Relief Committee member with a status report so as to avoid duplication of efforts.

Restoration Priorities

The Company will work prudently to restore all services; however, in major disasters affecting many customers, the Company will utilize a restoration priority. The order of priority for re-establishment of telecommunication services is as follows:

1. Restore trunk circuits serving Department of Defense or National Security activities.
2. Restore services for Civil Defense activities, Law Enforcement, Public Safety Agencies and Emergency 911.
3. Restore service to isolated exchanges.
4. Restore services to health agencies.
5. Restore toll services
6. Restore service to priority customers, employees and businesses.
7. Restore other services.

Alternate Communication Source

Should it become necessary, available, and practical, Lakeside Telephone Company will provide "critical users" with alternate communications such as cellular telephone units until wire line services can be restored.

Plan Review

This plan shall be reviewed, updated and amended on an annual basis or as the need arises.

LESSONS LEARNED FROM PAST DISASTERS

- Set up emergency control center as quickly as possible.
- Provide briefing for employees returning to work. Advise them of danger zones, special safety requirements, compensation, and provisions for eating, personal comfort and first aid.
- Make an effort to return from emergency operation to normal procedures and practice as quickly as possible.
- Give some thought to an emergency-work pay plan for employees. Decide on the basis of company policy, company resources and the prevailing practice in your area.
- Keep employees informed of conditions and the extent of recovery. Tell them when you expect to call them back to work and on what basis. When recalling them, advise them of any special requirements such as shift hours, a special pay rate, preparation for lunch arrangements and appropriate work clothing.
- When possible, guard remote areas to prevent hazards, pilferage, looting and the natural tendency for crowds to gather at an uncommon operation such as bulldozing or blasting. Use a pass system to determine who will enter the area.
- Make one person responsible for health and sanitary conditions. Have this person tag drinking fountains, toilets and washbasins approved for use.
- Have another person supervise safety practices. Make this a full-time job.
- Maintain routine records if possible. They will be need later to settle insurance claims, tax deductions, legal questions and payroll arguments. Assign people to gather required data; take photos.
- Send as much damaged equipment as possible back to the manufacturer for overhaul or, at least, send it to a service shop. You will need all of your available talent and space for things that cannot be sent out.
- Put someone in authority in charge of night activities.
- Try to help employees at home.
- Don't wait too long for local services and supplies. Place orders outside of your geographical area. Ask your suppliers to help you locate sources.
- Don't lift emergency precautions too soon. Recovery to 100% safe conditions take longer than you think.
- Establish contacts with local authorities and National Guard to make sure repair crews are allowed into the disaster area.
- Propane generators are more feasible at subscriber line concentrator sites-they last 4 to 5 times longer than gasoline generators.
- Don't forget emergency power at warehouse locations.
- Arrangements should be made in advance to fill cooling tanks at central office locations should water become available.
- Emergency operations centers should have a portable cellular telephone for emergencies.

- Emergency power is critical. Distributed network intelligence makes the system more vulnerable to power outages:
 - emergency generators must be deployed and refueled.
 - security of the generators is a problem – people will steal them in order to have electricity.
 - test emergency generators under load for extended periods.
 - the company should assure that all generators deployed have compatible connectors
 - qualified mechanics must be kept on standby.
- The ability of your forces to reach all areas will be restricted due to:
 - curfew
 - roadblocks
 - limited fuel supplies
 - Food, water and lodging must be arranged ahead of time and contingencies should be included in planning.
 - Where available you may want to choose natural gas for emergency generator to supplement propane.
- Distilled water will last longer than bottled water.

Appendix A

Emergency Operation Officials

<u>Function</u>	<u>Employee</u>	<u>Telephone Numbers</u>
President	Robert Sledge	662-569-3311 Office 662-569-3452 Home

		662-207-0585 Cell
Emergency Coordinator	Robert Sledge	662-569-3311 Office 662-569-3452 Home 662-207-0585 Cell
Safety Coordinator	Robert Sledge	662-569-3311 Office 662-569-3452 Home 662-207-0585 Cell
Purchasing Agent	Lisa Sledge	662-569-3311 Office 662-569-3452 Home 662-207-0642 Mobile
Business Office Manager	Mary Cooper	662-839-2471 Office 662-839-5832 Home 662-822-4279 Mobile
Central Office Manager	Ronnie McIntyre	662-839-2471 Office 662-839-4530 Home 662-873-1113 Mobile
Outside Plant Manager	Ronnie McIntyre	662-839-2471 Office 662-839-4530 Home 662-873-1113 Mobile
Call/Dispatch Manager	Robert Sledge	662-569-3311 Office 662-569-3452 Home 662-207-0585 Mobile

Appendix B

Building Representatives

Building	Commercial Office
Address	730 Lake Washington Rd East Side
Representative	Mary Cooper
Building	Central Office Building
Address	729 Lake Washington Toad East Side

Representative Ronnie McIntyre

Building Warehouse Building
Address 730 Lake Washington Rd East Side
Representative Ronnie McIntyre

Appendix C

Employee Contact Information

Name: Robert Sledge
Department: President
Work: 662-569-3311
Mobile 662-207-0585
Home 662-569-3452

Name Lisa Sledge
Department Accounting
Work 662-569-3311
Mobile 662-207-0642
Home 662-569-3452

Name Angela Dill
Department Commercial Office
Work 662-569-3311
Mobile 662-207-1437
Home 662-569-3807

Name John Fike
Department Central Office
Work 662-569-3311
Mobile 662-207-1002
Home 662-207-1002

Name Wesley Boykin
Department Outside Plant
Work 662-569-3311
Mobile 662-719-8055
Home 662-569-7250

Name Beth Burnham
Department Commercial Office
Work 662-569-3311
Mobile 662-569-3737
Home 662-569-3737

Name Ronnie McIntyre
Department Outside Plant
Work 662-839-2471
Mobile 662-873-1113
Home 662-839-4530

Name Mary Cooper
Department Commercial Office
Work 662-839-2471
Mobile 662-822-4279
Home 662-839-5832

Appendix D

Field Survey Team

As soon as conditions are safe, a **Field Survey Team** will be deployed in order to determine the magnitude and impact of the disaster. This team will assess Outside Plant, Remote and Central Office Buildings, and equipment. The assessment will be reported to the **Emergency Coordinator**. The outline shows specific employees and their areas of responsibility. In the event one or more of these employees is absent, the respective manager will reassign the area accordingly.

Central Office

John Fike
Ronnie McIntyre

Outside Plant

Wesley Boykin
Ronnie McIntyre

Appendix E**Central Offices and Remotes**

Location 729 Lake Washington Road East Side
Phone Number 662-839-9027

Location PEYT, HWY 1 & 436
Phone Number

Location MUDD, Lake Washington Road East & Lake Washington Road West
Phone Number

Location Bouf, Glen Allan Road & Wynn Road
Phone Number

Appendix F**Central Office Detail and Remote**

Location 729 Lake Washington Road East Side
Host No
Remote Switch Yes
DLC No
ESA Yes
Standby Generator Yes
Fuel Type Propane
Fuel Capacity 500 Gallons

Location Peyt HWY 1 & Hwy 436
Host No
Remote Switch No
DLC Yes
ESA No
Standby Generator Yes
Fuel Type Propane
Fuel Capacity 500Gallons

Location Mudd Corner Lk. Wash. Rd East Side and LWR E.	Location Bouf Glen Allan & Wynn Road
Host No	Host No
Remote Switch No	Remote Switch No
DLC Yes	DLC Yes
ESA No	ESA No
Standby Generator Yes	Standby Generator Yes
Fuel Type Propane	Fuel Type Propane
Fuel Capacity 500 Gallons	Fuel Capacity 500 Gallons

Appendix G**Generator Assignments**

Central Office
Remote, DLC
Location

Type

Voltage / Connection

Generator #

729 Lake Washington Road East Side		Kohler	220, 50Kw	1
Peyt HWY 1 & Hwy 436	Kohler		220, 11Kw	2
Corner Lk. Wash. Rd E. Side & Lk. Wash. Rd W. S.	Kohler	220/11Kw		3
Glen Allan & Wynn Road	Kohler	220/11Kw		4

NOTE: All personnel involved with generator mobilization will be trained on proper procedures in providing standby power to the designated switch sites.

Appendix H

Suppliers/Contractors List

<u>Company</u>	<u>Contact Name</u>	<u>Telephone No.</u>	<u>Supply/Services</u>
Power & Telephone Supply	Matilda	1-800-238-7514	Outside Plant Hardware
Falcon Communication	Doug	1-866-325-0601	Central Office and Outside Plant
Lone Star Telequip	Tod	1-325-651-6033	Central Office and Outside Plant
Gensoft Systems	Linda Keag	1-309-944-8875	Computer Hardware and Software
ZCorum	Shirley	1-478-628-6000	Internet Hardware and Support

Appendix I

Local Vendor List

<u>Location</u>	<u>Gasoline/Fuel</u>	<u>Hardware & Supplies</u>
M&M Pit Stop	Yes	No
Belmont Supply	No	Yes
Service Lumber	No	Yes

Note 1: Supplies for emergency repairs can be purchased locally from the above list of vendors. Employees must provide a valid company ID, and purchase order number.

Appendix J**Agency List****Federal List**

Federal Communications Commission	1-888-225-5322
FAA – Local Flight Safety Service	1-601-664-9800
Federal Emergency Management Agency (FEMA)	1-800-621-3362
U.S. Senator Roger Wicker	1-202-224-6253
U.S. Senator Thad Cochran	1-202-224-5054
U.S. Representative Bennie Thompson	1-202-225-5876
R.U.S. Field Representative Teresa Hunkapillar	1-251-943-3918

Mississippi State List

Mississippi Emergency Management Agency (MEMA)	1-601-933-6362
Mississippi Department of Environmental Quality	1-601-961-5171
Mississippi Wildlife and Fisheries and Parks	1-601-432-2400
Mississippi Public Service Commission	1-601-961-5434
Commissioner Posey (MPSC)	1-601-961-5430
Commissioner Bentz (MPSC)	1-601-961-5440
Commissioner Presley (MPSC)	1-601-961-5450
Mississippi Public Utilities Staff	1-601-961-5430
Mississippi Department of Public Safety	1-601-987-1212
Mississippi Department of Transportation	1-601-359-7001

Local List

Local Emergency Management Agency	Washington County Issaquena County	662-335-1945 662-873-6439
Sheriff Department	Washington County Issaquena County	662-334-4523 662-873-2781
Emergency Medical Service	Delta Regional Medical	662-378-3783

Security Systems

Jay Martin Security	1-662-822-3073
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Fire Department

Number

Riverside Fire Department

911
662-335-4012

Appendix L**Municipalities/Other Utilities**

<u>Exchange</u>	<u>Name</u>	<u>Phone</u>
<u>ATT *</u>	<u>24/7 Contact</u>	<u>615-661-3652</u>
Entergy	24/7	1-800-368-3749 1-800-968-8243
Twin County Power	24/7	662-827-2262

* 1) You should have as much information as possible for any of the facility interconnections including T1, DS3 and fiber you are trying to report. CLLI codes for both ends of the facility, the skid for the fiber and the CLO off of the word document if you have a copy of the TIRKS design card are also important information requirements.

*2) If you are trying to report a trunk group that is out of service the 2/6 (Two-Six) code will help the process. This information is also found on the TIRKS design card.

Appendix M**Other Agencies**

<u>Exchange</u>	<u>Name</u>	<u>Number</u>
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Appendix N**Hand-Held Radios****Hand-Held Radios**

<u>Name</u>	<u>Model #</u>	<u>Serial #</u>
Robert Sledge	RPV516A	04414A3172
Wesley Boykin	RPV516A	04414A3171
John Fike	RPV516A	04414A3174
Joseph Johnson	RPV516A	04414A3173

Appendix O**Medical Facilities****Hospitals**

Mid Delta Regional	662-378-3783
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Appendix P**Media List****Radio**

WDMS

662-334-4559

Television

WABG

662-332-0949

WXVT

662-334-1500

Newspapers

Delta Democrat Times

662-335-1155

Appendix Q**Insurance Company List**

American Risk Managers

1-800-548-0117

Federated Rural Electric Insurance

1-800-356-8360